



Coillte Twitter House Rules

Who we are

This policy governs the use of Coillte's social media channels.

- @Coilltenews is the official Twitter account of Coillte.

Any other page, or account, bearing the name of Coillte or claiming to represent Coillte, is not an official social media channel.

Coillte has created social media accounts to share information and news about how our forests deliver multiple benefits for people, climate, nature and wood. You will find the following content on this account:

- News, stories and reports from Coillte
- Information on the services provided by Coillte
- Information on events, conferences and meetings relevant to the forestry sector
- Status updates during emergencies

RTs does not equal an endorsement

Retweets/resharing of content does not mean that Coillte endorses the content.

On occasion, Coillte will retweet posts from other accounts that we think our followers may find relevant, but this should not be considered an endorsement of the content or the account.

Who we follow

If you follow Coillte on social media, we will not automatically follow you back.

Replies and Direct Messages

We welcome feedback from our followers, however we regret we cannot reply to all comments and queries received. Our replies to tweets will often refer to our website or contact details where you will find more information.

Coillte does not reply to direct messages.

Contact information for Coillte is available on <https://www.coillte.ie/contact/>

Availability

Coillte will check social media frequently throughout the day. However, we request to not use Twitter for any urgent queries about our services.

If you have an urgent query, please contact us on our confidential forest security line 0818 800 455.

You can also email Coillte using the following email addresses:

info@coillte.ie